



MEMORANDUM

Date: September 19, 2007
To: Language Survey Coordinators
From: Juana Lopez-Rodriguez, Manager - Bilingual Services Program
Subject: Bilingual Services Program Memorandum 07-04

This memorandum is to provide you with information regarding the Bilingual Services Program (BSP) and the Dymally-Alatorre Bilingual Services Act (Act). Since our last informational memo, the BSP has gone through changes as follows:

- **New Staff**

Martina Cruz-Rivas – Martina is new to state service and comes to us from the private sector.

Hsuei Liao – Hsuei is a former employee of the Department of Motor Vehicles.

JoAnn Arvizu – JoAnn has been with the SPB for several years working in the Appeals Division.

Tricia Soares – Tricia is new to state service and worked for several months in the SPB's Psychological Screening Unit before she decided to make her move to the BSP.

Le Nguyen – Le worked with the Department of Forestry and Fire Protection and joined the BSP last month.

Diana Guzman - Diana is half-time and is splitting her time between the SPB's Civil Rights Office and the BSP through October. After October, Diana will report to the BSP.

Georgene Palmerin – Georgene has been with the BSP since December.

Henry Montes – Henry is the senior staff person with a little over two years.

Diana Campos – Diana is a Student Assistant and is working on her Bachelor's Degree at California State University of Sacramento.

- **Administrative Hearing and Medical Interpreter Program**

SPB's Interpreter Program is now a part of the BSP. Government Code 11435.05 through 11435.65 requires the SPB to secure a list of certified administrative hearing and medical interpreters and contract with the CPS Human Resource to administer the exams. Departments that hold administrative hearings are required by this code to utilize the certified interpreters for their administrative hearings. The BSP will have training on what departments should know when hiring certified interpreters. In the meantime, if a department has a question regarding certified interpreters, they can call the BSP for guidance. The list of certified interpreters is available at www.cps.ca.gov.

- **2005-2006 Language Survey and Implementation Plan**

The last of the Implementation Plans are being completed and sent to department directors and the department bilingual services coordinators.

- **Report to the Legislature**

The SPB is required to compile the data collected from the 2005-2006 Language Survey and present it to the Legislature in a report. Once the report is approved, departments will receive a copy of the report on a CD and the report will be posted at SPB's Website.

- **2007-2008 Language Survey**

The SPB formed a taskforce to review and improve the current language survey system and process. The purpose of the taskforce is to identify how the survey process and on-line system can be improved maintaining compliance with the requirements of the Dymally-Alatorre Bilingual Services Act (Act). Members of the taskforce include the bilingual services coordinators from Motor Vehicles, Highway Patrol, Toxic Substances Control, Board of Equalization, Forestry and Fire Protection, Employment Development Department, Air Resources Board, Public Health, Corrections and Rehabilitation, Fish and Game and of course SPB's Information Technology staff. The taskforce has met twice and will meet once again in October to review the taskforce' suggested recommendations. The recommendations will be reviewed and those that can be made timely will be adopted and those that cannot will be made for the 2009-2010 survey system. Progress made by the taskforce will be shared with you through informational e-mails. The taskforce was formed at an opportune time since we are awaiting the

outcome of AB 67 that will provide the SPB and the state departments with an additional eight months to complete the 07-08 language survey.

- **2007-2008 Language Survey Training and Forms**

Once the changes to the language survey process and system have been made, the BSP will work on the language survey training and forms. Our goal is to give departments as much time as possible to complete a meaningful survey. The BSP will consider extending the survey due date and you will be notified of this as we near closer to the survey due date.

Now that the BSP is fully staffed, we are able to embark on projects that will provide you with additional bilingual resources. I encourage you to contact us with any bilingual services issue you may have. We are committed to providing you with the best customer services to ensure you are able to meet your needs in complying with the Act. Remember that the BSP is now able to administer the oral fluency exams in Arabic, Mandarin, Cantonese, Vietnamese, Tagalog, in addition to Spanish in-house and have resources to conduct the exam in many other languages.

If you would like to set up a meeting to discuss your bilingual services needs, please call your bilingual services coordinator and we will be happy to meet with you. Attached you will find the list of state departments and the name of your SPB bilingual services coordinator. If you have any questions or would like to update your departmental contact information, please send an email to the BSP at: bilingual@spb.ca.gov or contact the BSP at (916) 651-9017.

Attachment